



March 24, 2020

Dear Granite Staters,

Thank you for your leadership during this unprecedented time and working closely with us to support our mission to deliver safe, reliable electric and water service.

The reliability of our essential service has never been more important than it is today during these uncertain times. Critical facilities like hospitals and nursing homes need uninterrupted service to care for their patients. Many people are working from home, and students are studying remotely, relying on electronic devices to accomplish their goals.

The U.S. Department of Homeland Security [recently published a list of “Essential Critical Infrastructure Workers”](#) to help state and local officials identify the critical functions that should continue normal operations, appropriately modified to account for Centers for Disease Control (CDC) guidance, as they work to protect their communities. Electric, gas and water utility employees are identified as members of the critical essential workforce.

Following up on our communication last week outlining our steps to address the concerns of our employees, customers and the communities we serve, we want to assure you that **we remain open for business** – continuing essential work to ensure reliability and preparing to respond to emergencies under our COVID-19 pandemic plan.

What is essential work? Essential work includes any work that maintains or improves the condition of our system and supports our foundational mission of safe, reliable energy service, such as:

- replacement of electrical lines, poles, and other equipment
- installation of automated switches that speed restoration of customers following an outage
- new utility connections
- vegetation management along electric lines, as trees remain the biggest threat to our system in New England
- work mandated by law or regulation.

Essential work is not the same as emergency or emergent work, which is in response to a specific and unexpected outage or other need. We also **stand ready to tackle** emergency work as it arises.

The work that is **not currently being performed** includes any non-critical field work that requires access to homes or businesses like energy efficiency in-house visits, meter relocations (inside to outside) and exchanges, and natural gas sales appointments. We have also postponed all business travel, large meetings and employee gatherings and continue to require any employee whose job can be done remotely to work from home.

As we carry out this work to ensure that our customers and communities have the safe, reliable energy service they need, we continue to do so with a **focus on social distancing, hygiene, and other best practices to safeguard health and avoid the spread of COVID-19.**

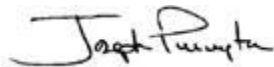
- We have adopted social distancing best practices at our call centers and for field work, keeping a minimum of a six-foot distance between employees as much as possible.
- We have dispersed our workforce into smaller units in the field to create separation at service centers.
- We have implemented enhanced cleaning and sanitation processes for our facilities and vehicles.
- We have protocols in place to address any reports of potential employee illness or exposure.

We are also **integrating all of these measures into our emergency response planning** as part of our COVID-19 pandemic plan. We stood up over 150 line crews in response to the winter weather yesterday, pulling over 56,000 customers back online before sundown. We stand ready to respond today and everyday going forward.

Finally, **we remain committed to keeping open the lines of communication with you, our community leaders, first responders, and municipal officials.** We will continue to provide regular updates on efforts to maintain reliability, support our customers, and protect everyone's health during this challenging time.

Thank you again for your continued partnership to serve the public. Please reach out at any time with your questions or concerns.

Sincerely,

A handwritten signature in dark ink, appearing to read "Joseph Purington". The signature is fluid and cursive, with the first name "Joseph" and last name "Purington" clearly distinguishable.

Joseph A. Purington
President, New Hampshire Operations